

Job description

Job title: Building Estates Manager

Reports to: Head of HR and Operations

Contract: permanent full time

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits

In the last year we helped more than 1500 young people, children and families, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,800 children from Westminster are housed in temporary accommodation. Over 30% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 70 dedicated members of staff and around 50 volunteers.

Direct reports: x1 Facilities and Office Coordinator, x1 Receptionist/Administrator

About the role:

The role holder will lead the strategic and operational management of the Centre's central London site, ensuring it supports our mission to prevent and tackle youth and family homelessness. They will oversee day-to-day facilities, health and safety, maintenance, repairs and renewal works, while also developing a longer-term plan for the site's regeneration. This plan will provide a clear framework for decisions about shorter-term fixes and investment, ensuring that immediate works contribute to the Centre's overall estates strategy. The role holder will work closely with their line manager, the CEO and the board of trustees in shaping and implementing these decisions. Located in south Westminster, our site is both a place of work and a home, with significant value to the Centre and broad stakeholder interest in its use, maintenance and future development.

Job description:

1. Capital projects and improvements

- Help the Centre set a long-term strategy for the management and renewal of its site; securing Board agreement for a 10-15 year plan and then overseeing the redevelopment
- Strategically plan and deliver capital improvement projects, refurbishments and building upgrades in line with this plan
- Source and coordinate with architects, surveyors, consultants and contractors on project design and delivery, able to convey all stages of planned work in a clear and timely manner
- Ensure projects are delivered on time, within budget and to a high quality

2. Estate management and maintenance

- Lead the strategic management of the building, grounds and associated infrastructure, including day-to-day operational maintenance
- Develop and implement planned preventive maintenance (PPM) schedules to minimise downtime and extend asset life
- Manage reactive maintenance requests, ensuring timely and effective resolution
- Maintain accurate records of all maintenance activities, inspections and asset conditions

3. Health, safety and compliance

- Act as the organisation's health and safety officer and take overall responsibility for fire safety
- Ensure compliance with statutory obligations, including fire safety, health and safety, water hygiene, electrical testing and environmental regulations
- Lead regular inspections, audits and risk assessments across the Centre. Advise and support managers in implementing best practice
- Serve as the primary point of contact for regulatory bodies and auditors on facility and health and safety matters (this includes Ofsted)
- Responsible for ensuring all relevant individuals onsite, including staff, contractors, volunteers and trustees, are appropriately inducted in safety procedures, commissioning training as appropriate

4. Facilities and contractor management

- Manage external contractors and service providers (e.g. cleaning), ensuring service level agreements (SLAs) are met
- Oversee tendering, procurement and contract negotiations to secure high-quality, cost-effective services in line with the Centre's financial policies
- Monitor contractor performance and address issues promptly

5. Budgeting and financial control

- Manage the building management budget and a capital budget for building improvement works, working with the fundraising and finance teams as required
- In the first two years in post, develop and manage planned, significant building works in the region of £1.2M

- Forecast capital works, repairs and maintenance costs
- Ensure cost-effective management of resources and deliver value for money for the charity.

6. Sustainability and environmental management

- Lead sustainability initiatives, including energy management, waste reduction and carbon footprint improvement
- Monitor utilities usage and identify opportunities for efficiency and cost savings
- Support the development of the Centre's long term sustainability strategy

7. Leadership and stakeholder engagement

- Line manage the facilities and reception team in line with the Centre's values. Ensure regular 121s and annual development meetings are held
- Build strong working relationships with internal stakeholders, ensuring the service supports operational and strategic needs
- Communicate effectively with staff, senior management team, trustees and contractors regarding estate matters
- Provide accurate quarterly and ad-hoc reporting on facilities compliance for trustee meetings and senior management requirements
- Ensure all of the Centre's building-related policies and procedures are updated and maintained including major incident, sustainability and health and safety policies
- Act as point of contact for Westminster Cathedral on the management of Sacred Heart Church and our GP tenants on building and facility matters

Person specification

Essential

- Proven experience in estates, facilities or property management
- Strong knowledge of statutory building compliance and health and safety regulations
- Experience managing contractors and service providers, with solid negotiation skills
- Evidence of strong communication skills with the ability to communicate effectively with stakeholders and interested parties
- Strategic planning and problem-solving skills
- Evidence of successful management of projects
- Organisational skills, with the ability to work under pressure and prioritise your own workload
- Strong budget management experience
- Strong ability to manage staff effectively, getting the best out of the team at every step
- Ability to use IT systems effectively for everyday working, including emails and reporting
- A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual
- Understanding of safeguarding requirements including standard processes and procedures to be followed
- Willingness to work flexibly including early mornings and occasional evening and weekend work as the role requires (toil granted to cover any pre-agreed out-of-hours work required)

Desirable

- Relevant professional qualification (e.g., IWFM, NEBOSH, IOSH) - or a willingness to work towards a relevant qualification upon appointment
- Knowledge of sustainability and environmental management practices
- A bank of contacts relevant to the profession, e.g. surveyors, architects, trades
- Experience of supporting a hostel or other 24/7 homeless services
- Fire warden training
- A First Aid at Work qualification
- Manual handling training
- Food safety knowledge
- General knowledge and awareness of the issues around youth and family homelessness

The Centre will consider candidates who do not meet all these criteria, if strong evidence of transferable skills, an ability to learn and commitment to the Centre's mission can be evidenced. For experienced candidates we may also consider more flexible ways of working including reduced hours.

Additional information

The Centre expects all staff to share its commitment to the following:

- an active commitment to ensuring that equality, diversity and inclusion is part of all work
- an understanding of and a commitment to safeguarding adults and vulnerable children in relation to your role
- to be supportive of all teams across the Centre whose work is invaluable to maintain the delivery of our work
- actively support the Centre's use of accurate data recording and monitoring requirements to support client delivery, to help ensure our interventions are impactful

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about us including our [approach](#), [strategy](#) and [values](#) and behaviours.

About the Cardinal Hume Centre and this role:

We support young people, children and families facing homelessness today, helping them build stability and break the cycle of homelessness for tomorrow. Based in Westminster, we helped more than 1,500 people last year.

Why we do it: The biggest risk factor for adult homelessness is experiencing poverty and trauma as a child. Too often, early experiences of homelessness are repeated in later life. That is why we support young people, children and families facing these challenges today: to tackle homelessness now and help prevent it from recurring in the future. Our work is both a crisis response and a preventative one.

What we do: There is no one-size-fits-all solution to homelessness. We offer personalised support based on each person or family's unique situation. By building trust and long-term relationships, and combining this with wraparound, professional help, we aim to prevent homelessness wherever possible. Where that is not possible, we work to reduce its impact and lower the risk of homelessness being repeated. We do this through interventions that are proven to have lasting effects on family stability and individual life chances.

How we do it: We offer a wide range of advice and support services to meet the needs of individuals and families. This includes a specialist family centre, accommodation with support for young people, expert advice in housing, welfare, immigration, employment and learning, and therapeutic support.

We invest in research and data so that our work is effective and grounded in evidence. This helps us focus on the outcomes that matter most: securing **housing stability**, building **financial security**, supporting **learning and development**, and helping people secure the rights and opportunities they need to feel **included in their community**.

Our aim is to enable children, young people and families to build lasting stability and move towards a future free from the fear of homelessness.

About our Westminster site and buildings:

We own and operate an important site in the heart of Westminster, including our main Centre building and Basil Hume House, a residential and retail block. These buildings are much more than a physical estate: they are central to how we live out our mission to prevent and tackle youth and family homelessness. They provide homes, family support, advice services, community space and a safe, welcoming environment where people can find practical help, stability and hope. There is also a church we own but lease to Westminster Cathedral for its primary use.

Our external areas and gardens are well used and greatly valued by residents, families, staff, volunteers and visitors. Our site also has considerable long-term potential. At the same time, parts of our estate are ageing, and the current layout does not always make the best possible use of the space available. Some areas are difficult to navigate, accessibility is limited, and several core building systems now need more significant maintenance and repair.

A recent review has identified a number of important maintenance and infrastructure challenges. Our plumbing and pipework system has reached the end of its useful life, and a project to begin its replacement is underway. The lift is beyond its effective working life, and ongoing roof issues may require more substantial works than short-term patch repairs. We are also exploring opportunities to improve energy efficiency, including improvements to heating, glazing and building management systems, where these can be supported through external funding.

In response, we are developing a 10–15 year site strategy. This will provide a clear framework for immediate repair and renewal decisions, while setting a longer-term direction for how our buildings can best support our mission and the people who rely on us. The strategy will consider how our site can be regenerated and potentially expanded over time, with a focus on improving building quality,

accessibility, environmental performance, service delivery and the overall experience of residents, families, visitors, volunteers and staff. It may also create opportunities to increase the accommodation we can offer to young people.

Our immediate focus is on making thoughtful, well-managed improvements to the existing buildings, while identifying future opportunities to increase capacity and improve access through targeted regeneration. Early thinking suggests that there may be opportunities to make better use of areas such as the courtyard and car park, alongside improvements to the current buildings, so that the whole site can work harder for the people and communities we serve.

About this role:

This is a significant and practical programme of work, with a clear purpose: to ensure that our buildings continue to support safe, effective and compassionate services for young people, children and families. It will involve careful planning, strong day-to-day estates management, effective contractor oversight, robust procurement and tendering, and close collaboration with colleagues, advisers, funders and trustees. It will also require a clear understanding of how building decisions affect service delivery, resident experience, accessibility, safety, sustainability and long-term financial stewardship.

This role will play an important part in helping us turn our long-term site strategy into well-planned and well-delivered repair, renewal and regeneration projects. The postholder will help ensure that urgent repairs are properly planned and implemented, that routine maintenance is well managed, and that future improvements are delivered in a way that reflects our values, supports our day-to-day work and strengthens our ability to serve people well over the long term.

The role offers an opportunity to make a visible and lasting contribution to a mission-led organisation at an important point in the development of our estate. The successful candidate will help create buildings and facilities that are more resilient, accessible, efficient and welcoming, enabling us to continue offering practical support, a warm welcome and pathways to greater stability for young people, children and families for many years to come.

Why choose this role and the Cardinal Hume Centre?

This is more than a typical Estates Manager role. It will suit someone who is ready to work in a stand-alone role and wants to see their work as part of a wider mission to prevent and tackle youth and family homelessness. You will need to build the trust of senior staff, colleagues and trustees, and in return you will be offered a high level of support and autonomy. This means you will be able to see the direct benefit of your decisions and work. You will also hold responsibility for the reception and facilities team, helping ensure we operate a welcoming and accessible Centre for our clients and staff.

There is a real opportunity here to make a difference. More than 2,000 individuals and organisations support our work financially every year. In the past, we have successfully secured the funds to make significant improvements to our site, and we are confident in our ability to do so again. The immediate programme of significant repair work is backed by reserve funds of more than £0.5 million.

There is strong interest in and support for this work from our board and senior team. You will be joining a committed workforce of around 70 people. In our March 2026 staff survey, 96% of staff said they believed in our aims, and 94% said they felt proud to work at the Centre, enjoyed working with their colleagues and felt trusted to do their job.

If you would like to know more about the role before you apply, please contact us